NEOGOV ONLINE HIRING CENTER (OHC)
OVERALL INSTRUCTIONS

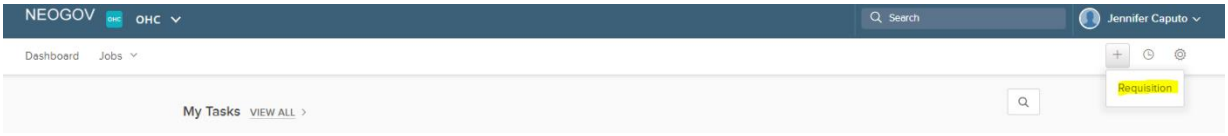
Control click any of the following steps to go directly to the instructions for that section:

1. CREATE REQUISITION IN NEOGOV (Hiring Manager)
2. CREATE JOB POSTING (Recruiter)
3. CREATE SUPPLEMENTAL QUESTIONS (Recruiter)
4. CREATE SCORING PLAN (Recruiter)
5. CREATE MINIMUM QUALIFICATION REVIEW (Recruiter)
6. AUTHORIZE THE POSITION (Recruiter)
7. ADVERTISE JOB (Recruiter)
8. CREATE SUBJECT MATTER EXPERT (SME) REVIEW (Recruiter and Hiring Manager)
9. JOB CLOSES/MOVE APPLICATIONS THROUGH THE STEPS (Recruiter)
10. COMPLETE SUBJECT MATTER EXPERT (SME) REVIEW (Hiring Manager)
11. REFER CANDIDATES TO HIRING MANAGER (Recruiter)
12. SEND NOT SELECTED FOR INTERVIEW NOTICE (Recruiter)
13. SCHEDULE THE INTERVIEWS (Hiring Manager)
14. CONFIRM INTERVIEWS/SEND NOTICE (Hiring Manager)
15. PREPARE FOR YOUR INTERVIEWS (Hiring Manager)
16. RATE YOUR CANDIDATES (Hiring Manager)
17. MOVE THE CANDIDATE TO HIRE/SEND NOT SELECTED NOTICES (Recruiter)
18. AUTHORIZE THE HIRE (Recruiter)
19. ARCHIVE POSTING AND RECRUITMENT PROCESS (Recruiter)
20. COMPLETE THE HIRING PROCESS (Recruiter and Hiring Manager)

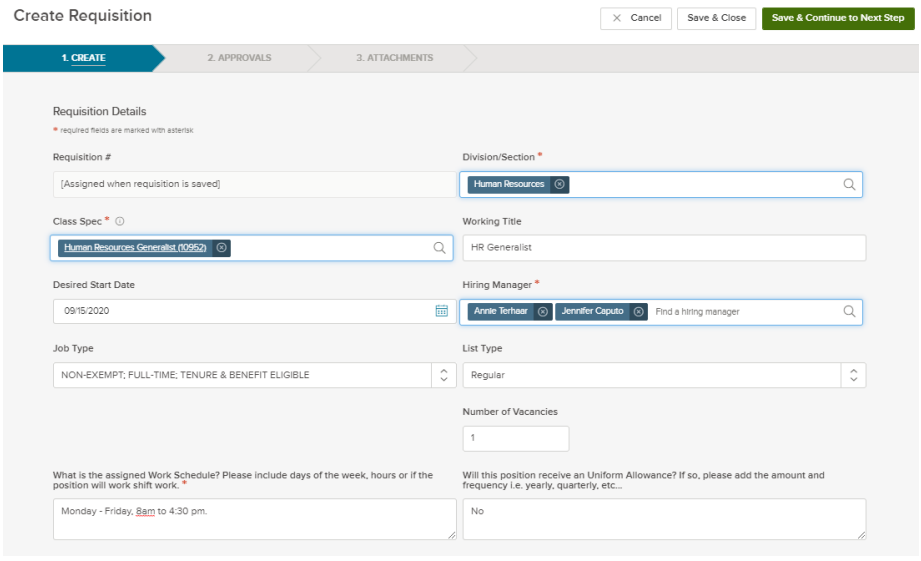
1. CREATE REQUISITION IN NEOGOV (Hiring Manager)

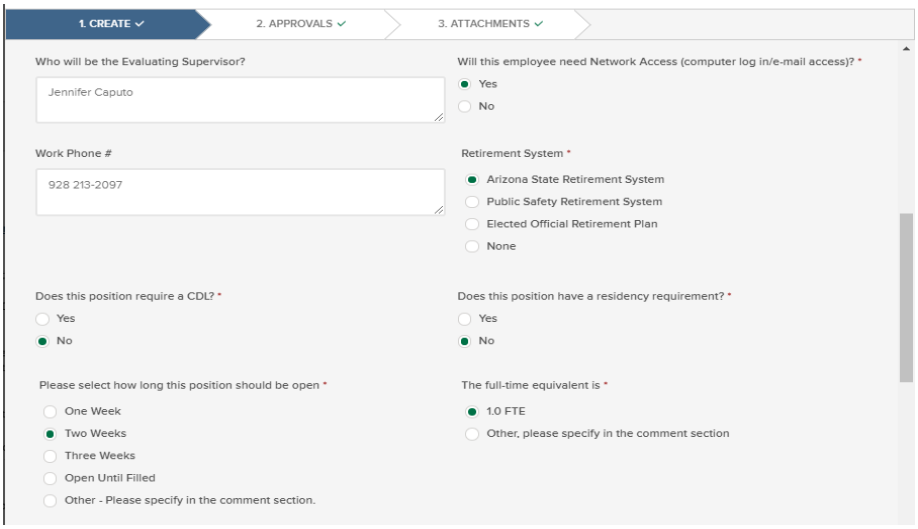
1. Visit https://login.neogov.com/signin?siteCode=IN
   If you are unable to access the Online Hiring Center, please contact a member of the Recruitment Team.

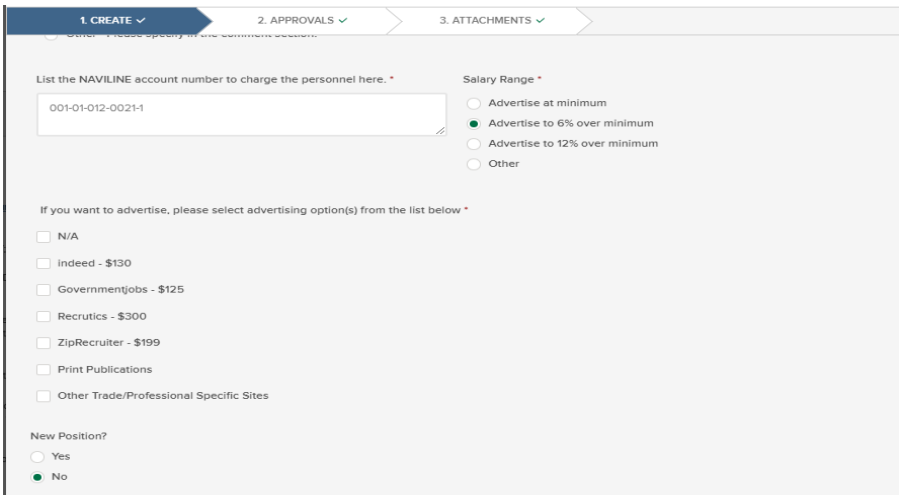
2. Log into NEOGOV's Online Hiring Center (OHC)
   - Click on "**+**" then "**Requisition**" under your name on the top right



3. Complete the Requisition Details
   - **Class Spec** is the title listed on the job description
     - **Please ensure you have worked with the Classification and Compensation Analyst to ensure your class spec is up to date.**
   - **Start Date** please be aware the recruitment process, plus contingent and final offer stage can take 30-45 days. New employees are effective on Mondays of pay period weeks.
   - **Hiring Manager** include your name and our HR Recruiter, Michael O'Hagan
   - **List Type** will most often be "regular" for recruitments that are open to the public ("promotional" is for internal only recruitments)
   - **Number of vacancies** should reflect the total sought/approved by the Budget Team

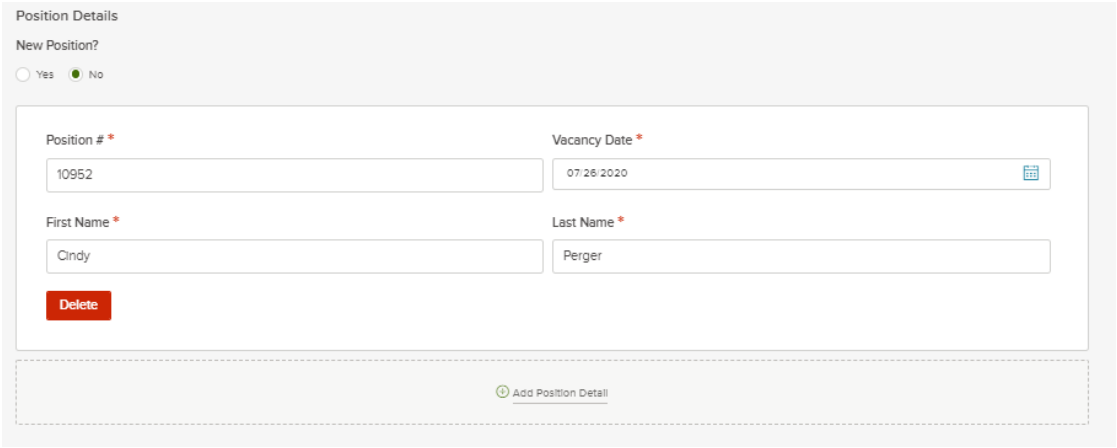






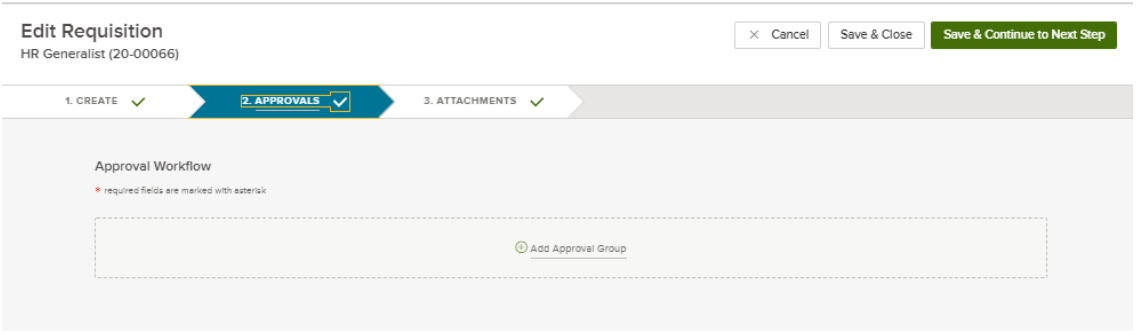
4. Click Add Position Detail

- Select **Yes** or **No** to indicate if this is a new position
- Enter the **Position # (**the Position Control number in Naviline)
- If it is not a new position, enter the vacancy date and name of the person who most recently vacated the position. If it is a new position, leave fields blank.



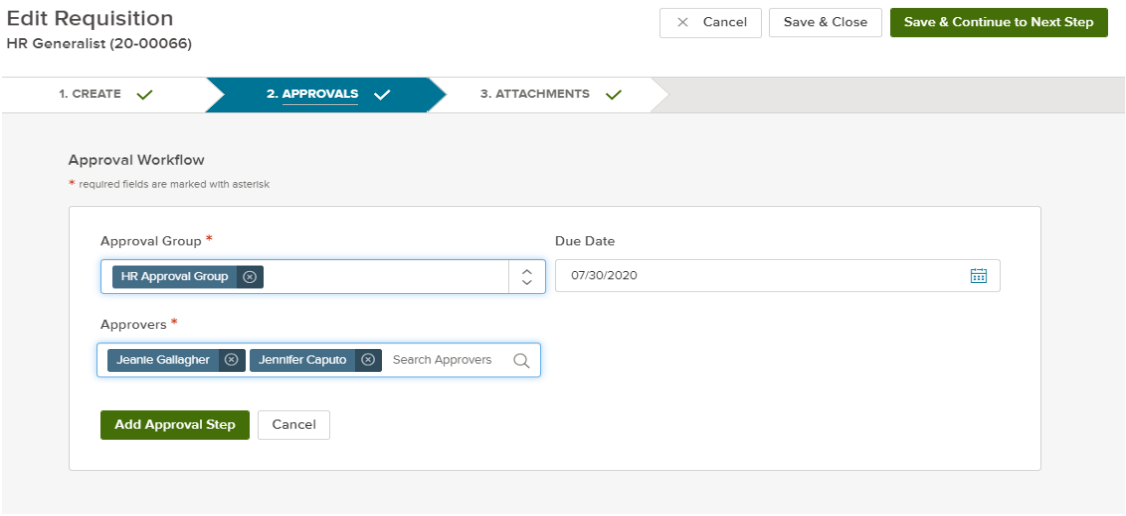
5. **Click Save & Continue to Next Step** on the top right of the screen

6. **Click Add Approval Group** on the Approvals tab



You will need to add multiple approval groups for each level in your chain of command and HR if needed. Approvals should be added in the following order:

- Section Head (if applicable)
- Division Director
- Deputy City Manager or City Manager (whichever is applicable)
  - **Economic Vitality, Water Services, Sustainability, City Clerk, and Public Affairs add City Manager Greg Clifton, NOT a Deputy City Manager)**
- For new positions only, also add "HR Approval – New Positions Only" and list Jessica Vigorito as the approver

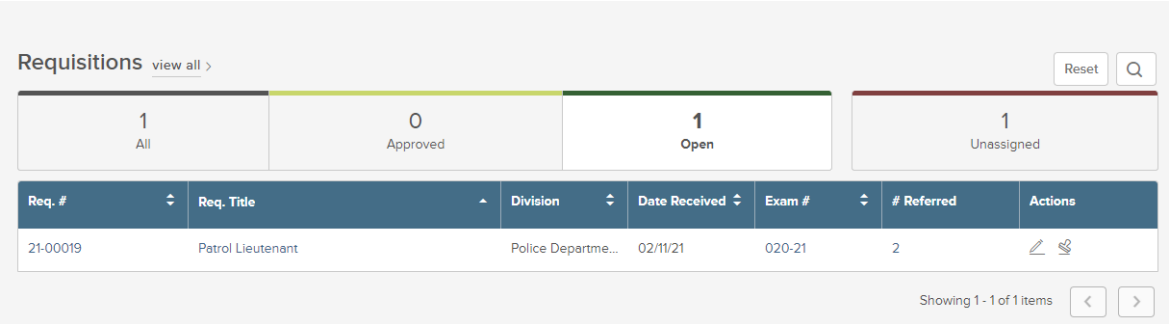


7. **Click Save and Exit**

Once all approvals are received the recruitment will proceed.

2. CREATE JOB POSTING (Recruiter)

1. Email the web link to the Overall Instructions to the Hiring Manager.
2. **Go to My HR**, then **Requisitions**
   - Under **Unassigned**, find the **Requisition** and review information before creating the posting



   - Under **My HR**, click the **+** on the top right, click **Job Posting**
   - Complete Posting information from the Requisition
     - **Draft** = leave this unchecked
     - **Archived** = Uncheck (check once recruitment is completed)
     - **Accept Online Applications** = Check
     - **Show Closing Date/Time** = Check if has a close date
     - **Continuous** = Check if position is Open Until Filled
   - **Division/Section/Class Spec** = enter information provided on Requisition
   - **Job Title** = Populates from Class Spec
   - **Job Number** = find on Recruitment Spreadsheet
   - **Job Type** = FLSA status, etc.
   - **Job List** = Default (Promotional, or Transfer if applicable)
   - **Exam Type** = Open
   - **Advertise from** = Opening Date
   - **Advertise To** = Close date
   - **Enable Max Apps** = do not select
   - **Category** = Job type category
   - **Location** = Where the position will be working
   - **Application Template** = public for positions open to the public
   - **Reapply Period Days =** 0
   - **Assigned To** = The assigned Recruiter (can only have 1 assigned here)
- **Administrative Duties, Examples of the Work, Qualifications, Supplemental Information** = click on Populate From Class Spec
     - If this is NOT done at this point, you cannot come back and auto-populate, this is the only place!
- Pre-Employment Requirements
     - Check for requirements at Pre-Requirements Spreadsheet
- Salary Information section
     - **Automatically update salary range information from Class Specification =** unchecked
     - **Minimum and Maximum Salary** = annual if exempt and hourly if non-exempt
       - **Max Salary** = 12% if not indicated on Requisition

- **Year or Hour** = annual if exempt and hourly if non-exempt
- **Based on** - If Full Time, 2080 hrs per year (2912 for commissioned Fire)
- **Show Salary Breakdown** = annual if exempt and hourly if non-exempt
- **Salary Display** = If you do not want the salary to display, select one from the dropdown menu

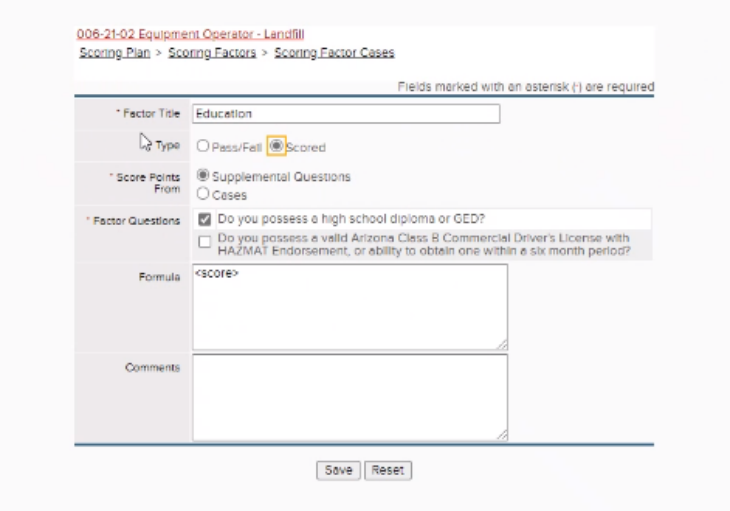
- **Internal note**s = Notes for only internal people, the applicants nor OHC users will not see these comments
- **Supplemental Questions =** select Yes
- **Will overtime be paid until job is filled** = unchecked
- Click **Save**

3. CREATE SUPPLEMENTAL QUESTIONS (Recruiter)

1. Click **Supplemental Questions**
2. **Question** = add Supplemental Questions based on minimum qualifications from job description/class spec
    - If question has already been used or you want to save the question for later use in the future, click on Item Bank in upper right
    - Show All items - If question is already in the bank
    - Add New Item - If adding a new question that has not been saved before
3. **Question Code** = Leave this code blank
4. **Response Format** = Click **Select From Choices** Answer for multiple choice questions
5. **Input Type** = Click **Radio**
6. **Response Options** = Click **Add Option**
    - **Internal Code** = Y (N)
    - **Response Option** = yes (no)
    - **Points** = 1 (0)
    - REPEAT until all options have been added
7. **Required Questio**n = Yes
8. **Confidential** = No
9. **Employer Use Only** = No
10. **Allow on Panel Templates** = No
11. Click **Save**
    - REPEAT for all supplemental questions

4. CREATE SCORING PLAN (Recruiter)

12. Click **Scoring Plan**
13. Click **Add New Scoring Factor**
    - **Factor Title** (i.e. Education)
    - **Type** = Scored
    - **Score Points** = Supplemental Questions
    - **Factor questions** = select the question you want it to be linked to
    - **Formula =** autopopulates
    - **Comments** as needed
    - Click **Save**
    - REPEAT for all supplemental questions



5. CREATE MINIMUM QUALIFICATION REVIEW (Recruiter)

- **Definition**
  - From **Recruitment Process**, Go to **Evaluation Steps**
  - Click **Add Step**
  - **Step Type** = **Supplemental Questionnaire**
  - **Step Name = Minimum Qualification Review**
  - **Display Candidate Status As = Minimum Qualification Review**
  - **Evaluate On = Scored**
  - **Auto-Send Notices to Failing Applicants = No**
  - **Applicant Status = Show This Step but don't select anything else**
  - **Comments = n/a**
  - **Cumulative Score = Do Not Show**
  - **Prerequisite Steps = preselected to show Application Received**
- **Scoring**
  - **Calculate Final Score Based On = Percentage Score**
  - **Final Score Weight = 0.00%**
  - **Calculated Score Decimal Places = 2**
  - **Passing Score Percentage = Adjust to set passing score**
  - **Max Raw Score = Pulled from supplemental questions**
    - **i.e. Had 2 SQs, both worth one point, so max is 2**
    - Click **Save**

6. AUTHORIZE THE POSITION (Recruiter)

- **My HR, Requisitions, Unassigned**
  - Find the job title and click the rubber stamp…change status to open
- **Assigned to** = Recruiter Name
- **Existing Recruitment Process** = search by title or job number
- Delete after 3 years auto populates
- Click **Save**

7. ADVERTISE JOB (Recruiter)

Always done on Friday morning

- **My HR, Job Postings**
- **C**lick the **Active** tab, find the job, click **Advertise Job**
- Select companies then click **Proceed to Checkout**
- Select and existing P Card or click **Add a Credit Card**
    - Enter card information and click **Submit Payment**
        - If advertising on Government jobs, you will get a receipt right away. For Indeed, you won't get the receipt until the job closes. Forward receipt to the P Card holder.

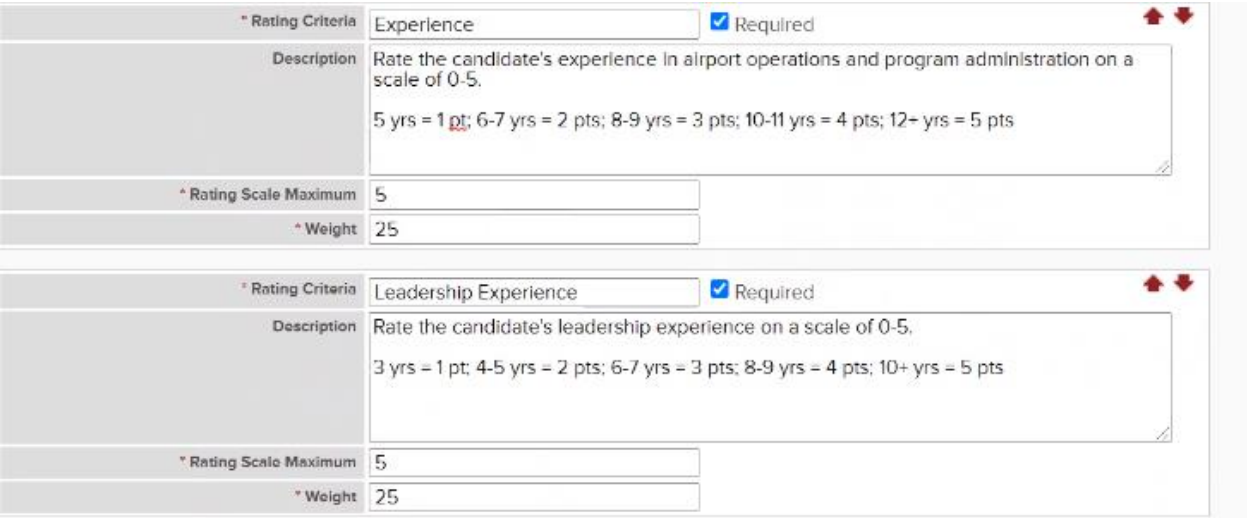
8. CREATE SUBJECT MATTER EXPERT (SME) REVIEW (Recruiter and Hiring Manager)

The Recruiter pulls the previous matrixes or SME reviews to create a draft SME review to send to the Hiring Manager. From there the questions, weights, etc. can be modified through discussion with the Hiring Manager. This will help the Hiring Manager determine who will be interviewed by taking a deeper dive into each candidate's education and experience (this replaces the old matrix).

- From **Recruitment Process,** under **Evaluation Steps** click **Add Step**
- **Definition**
    - **Step Type = Rating Matrix**
    - **Step Name = SME Review**
    - **Display Candidate Status As = Additional Review**
    - **Applicant Status = Show This Step** (Don't select anything else)
    - **Comments =** n/a
    - **Cumulative Score =** Select **Do Not Show Cumulative Score**
    - **Prerequisite Steps =** Select **Minimum Qualification Review (unless it is for a promotion, transfer, etc.)**
    - **Rating Method = Numeric Rating Scale**
    - **Rating Scale Maximum Default = 0**
- **Scoring**
    - **Calculate Score Based On = Percentage Score**
    - **Final Score Weight = 100%**
    - **Calculated Score Decimal Places = 2**

- **Passing Score Percentage =** Can be adjusted after SME review, start with 65-70%

- **Rating Matrix Details**
  - **Self-Schedule =** Do not select
  - **Rating Matrix Exam Dates = n/a**
  - **Select Raters = Hiring Manager (recommend just one so that multiple people don't have to score in the OHC)**
- **Rating Criteria**
  - **Add from the job description or previous matrix – send to Hiring Manager for review**
    - **Rating Criteria = what is being rated on (i.e. Experience)**
    - **Description = explain criteria (i.e. Rate the candidate's experience on a scale from 0-5).**
    - **Rating scale Max = 5**
    - **Weight = 50**
    - **Click Add Rating Criteria to add another criteria**
  - **Weight must equal 100**
  - Click **Save**



9. JOB CLOSES/MOVE APPLICATIONS THROUGH THE STEPS (Recruiter)

- From **Jobs, Recruitment Process Detail** page, view **Applicants by Step**
  - Step 1 **Applications Received**
    - Select all applications under **Application Received**
    - From action dropdown menu, select **Go To Minimum Qualification Review,** select **All, Go**
  - Step 2 **Minimum Qualifications Review**
    - Confirm cutoff percentage with Hiring Manager
    - Select all that failed, under Select Action, click **Email Notify**, select **Failing**, **Go**
      - Under Select Template dropdown, select **Not Selected for Interview, Generate Notices, Send**
    - Select all that passed, under Select Action, click **Go To SME Review**, select **Passing**, **Go**
  - Step 3 **SME Review (Assigning the applications to the Hiring Manager)**
    - Select all candidates, from actions dropdown menu click **SME Review**, **All**, **Go**

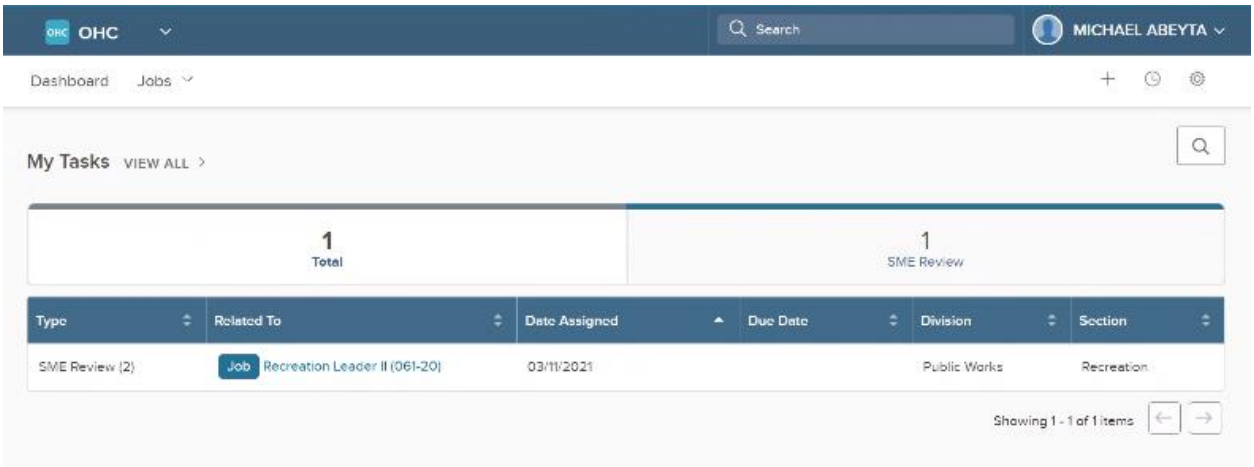
- On **SME Review (Assign to SME)**, under **Assign to SMEs**, click hiring manager's name and click **Submit**
- Hold for application review to see who passed/failed
- Confirm cutoff percentage with Hiring Manager

10. COMPLETE SUBJECT MATTER EXPERT (SME) REVIEW (Hiring Manager)

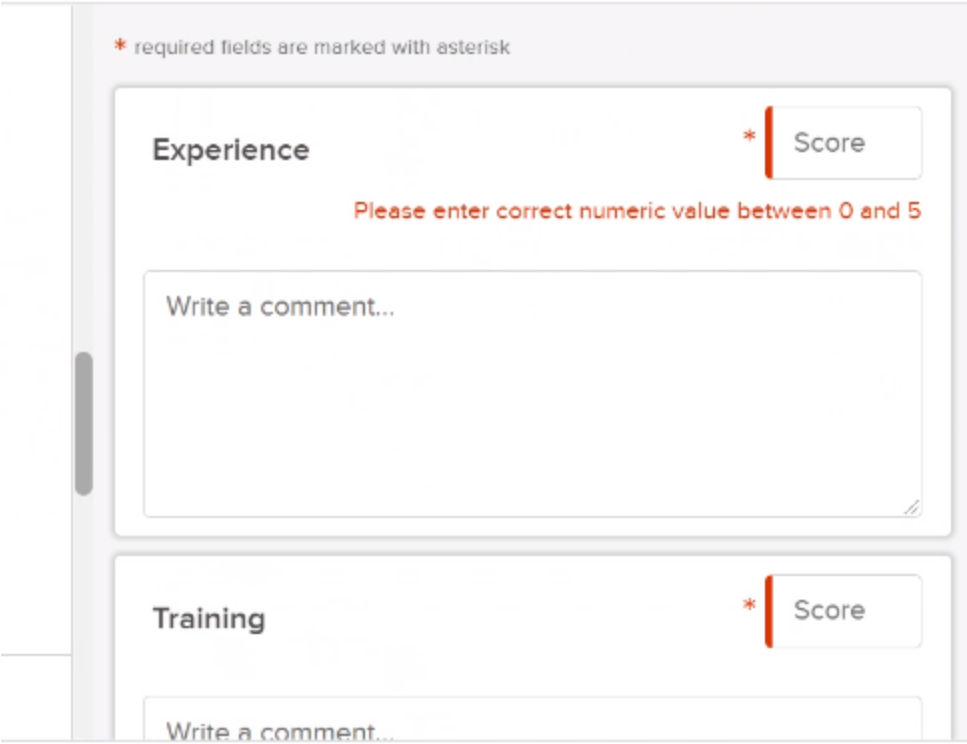
The SME review **replaces the matrix** and allows the Hiring Manager to look deeper into the applicant's application and resume and determine who to interview.

When scoring each candidate, provide information as to why you are assigning the score. HR needs enough information so that we can share why a candidate was/was not chosen for an interview (this may be shared with the candidate.)

- On the dashboard under **My Tasks**, click on the job title



- Under **Candidates,** click on **Unreviewed**
- Click on the name of the candidate you would like to review
  - The application will display. On the left side you will see icons you can toggle through to quickly skip to a certain section of the application.
- Review the candidate's application and attachments
- You will rate each candidate's experience and education based on the criteria you defined in the SME review



- Enter the score for each criteria.
- Once you have entered all scores, click the **Submit** button
- After all applications have been scored, click **Complete Review**

11. REFER CANDIDATES TO HIRING MANAGER (Recruiter)

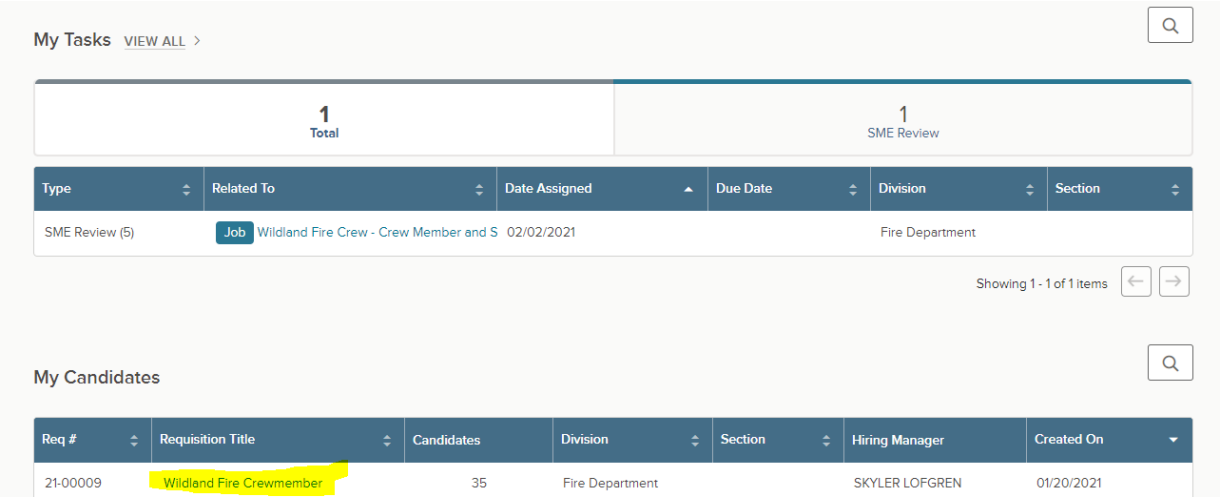
- From **View Applicants by Step**
  - Under **Step 3 SME Review,** select **Place on Eligible List** from actions dropdown menu
  - Select **Passing** from **Select Candidates** dropdown
  - Click **Go**
  - Select **Assign to List**
- From Recruitment Process detail page under **Eligible List**, select **View Candidates**
  - Select all candidates, select **Refer** from actions dropdown menu, select the requisition, click **Refer** and **Go**

12. SEND NOT SELECTED FOR INTERVIEW NOTICE (Recruiter)

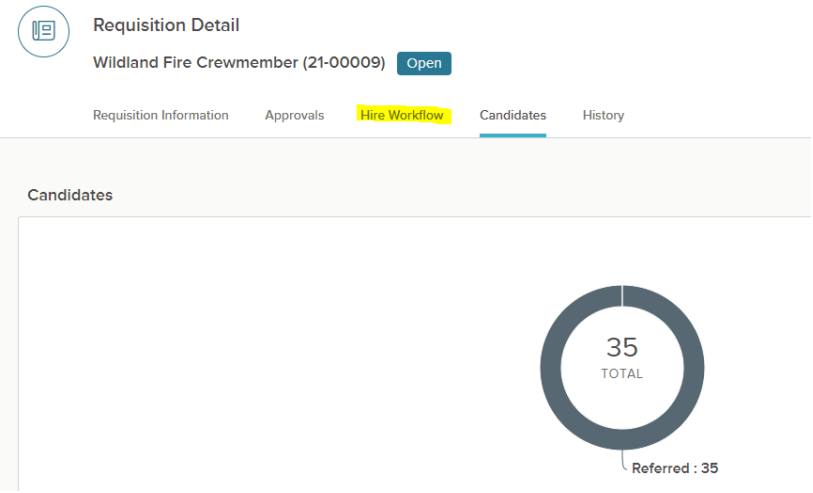
- Under **SME Review**, select all candidates, email **notify**, select all, **Go**
- Under **Template**, choose **Not Selected to Interview**, **Generate Notices**, and **Send**

13. SET UP INTERVIEWS FOR SELF-SCHEDULING (Hiring Manager)

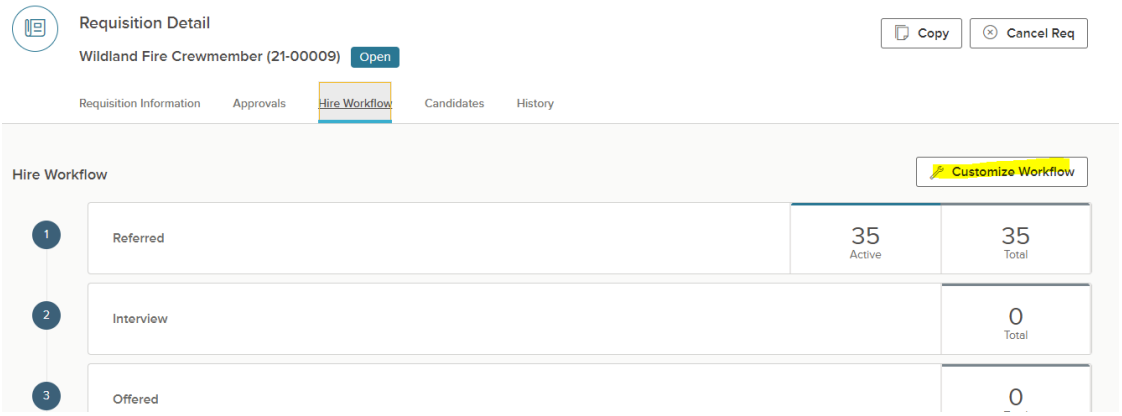
1. From the OHC, click on the Job title under **Requisition Title** in **My Candidates**



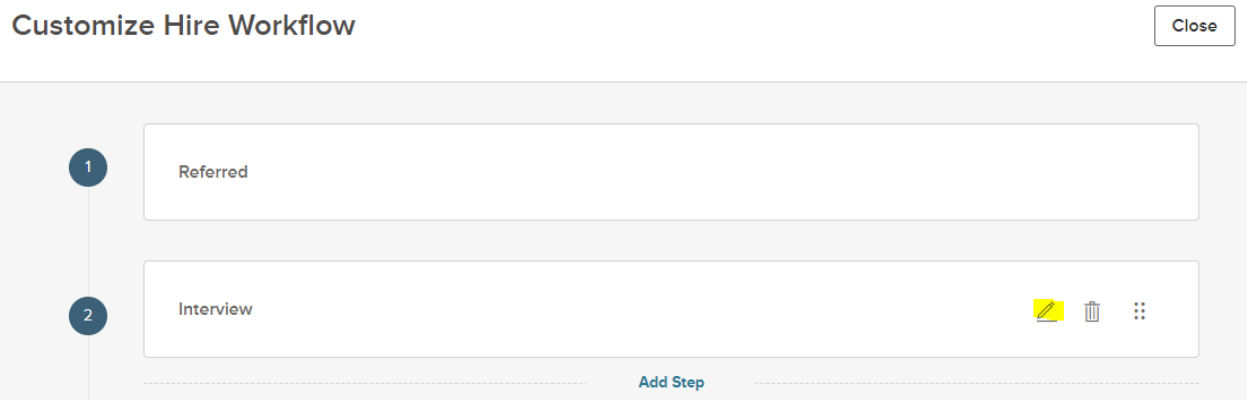
2. Click **Hire Workflow**"



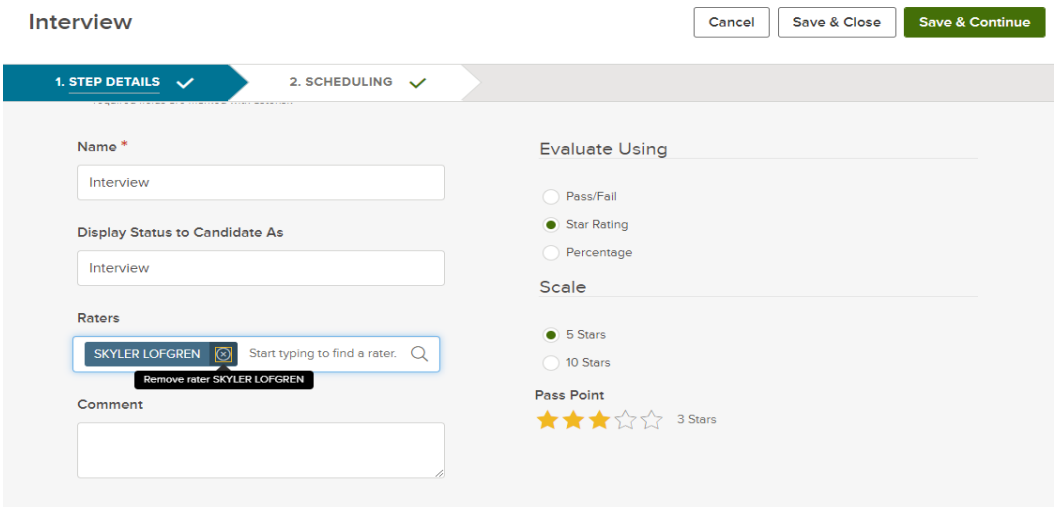
3. Click on **Customize Workflow**



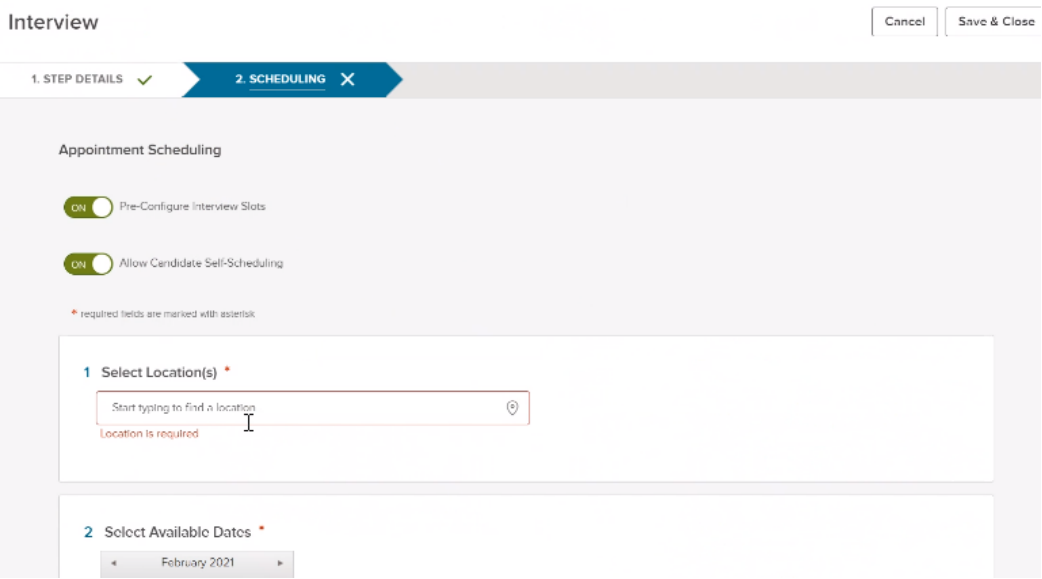
4. Beside **Interview** click the pencil



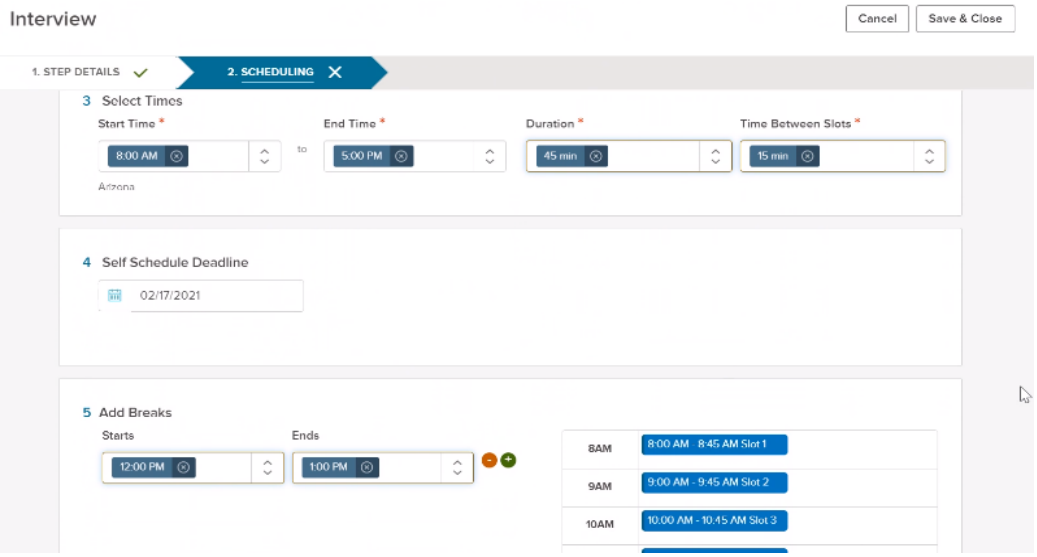
5. In **Step Details** complete the following:
    - Enter the type of interview in the "name" (e.g. Microsoft Teams Interview, Phone interview, etc.)
    - **Display Status to Candidate As** should match the "name" above
    - Select **Star Rating**
    - Enter your name as a **Rater**



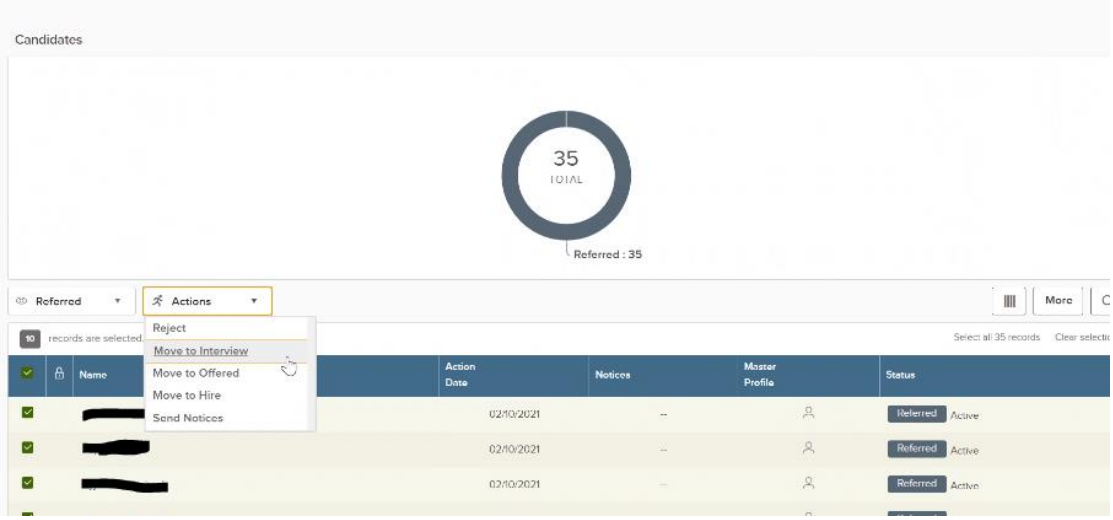
6. Click **Save and Continue**
7. Under **Scheduling**
    - Turn on **Pre-Configure Interview Slots** and turn on **Allow Candidate Self-Scheduling**
    - Select Location for interview
    - Select available dates
    - Select start time, end time, duration, and time between slots
    - Set deadline for candidate to schedule their interview by



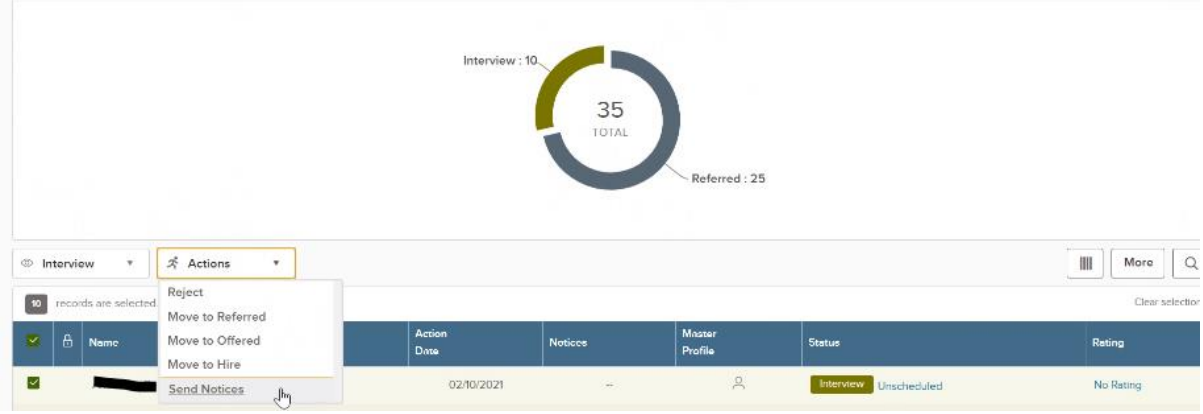
8. Under **Add breaks**, the times and slots will self-populate.
    - Make sure you have enough slots for the number of candidates interviewing
    - Email Confirmation – turn on if you want an email notification when a candidate schedules their interview
        - If you want to hold interviews in the morning, have a break, then continue interviews in the afternoon on the same day, use the **Add Breaks** feature to block out time between your interview sessions
        - If you are holding interviews over multiple days, repeat steps 7 and 8 for each day
    - Click **Save and Close**



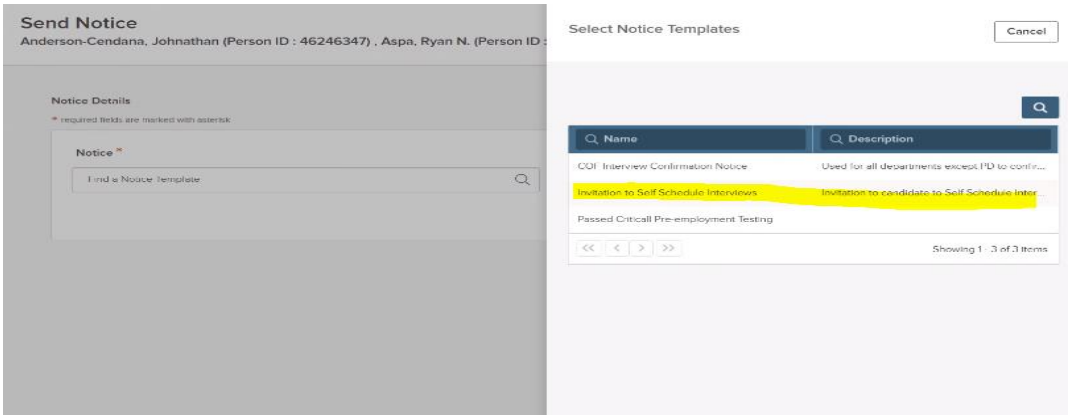
9. Return to **Candidates** Tab
   Select all candidates, then click **Actions** box and select **Move to Interview**



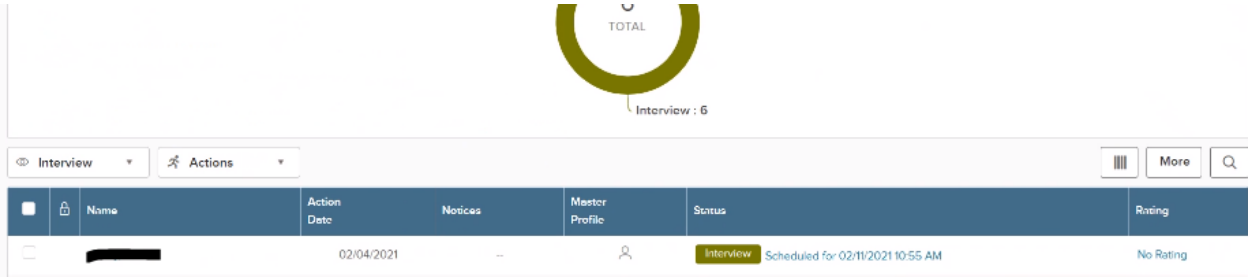
10. Once candidates have moved to the interview, select all candidates and click **Send Notices**



11. Click magnifying glass and select **Invitation to Self-Schedule Interviews** and click **Send Notices**.



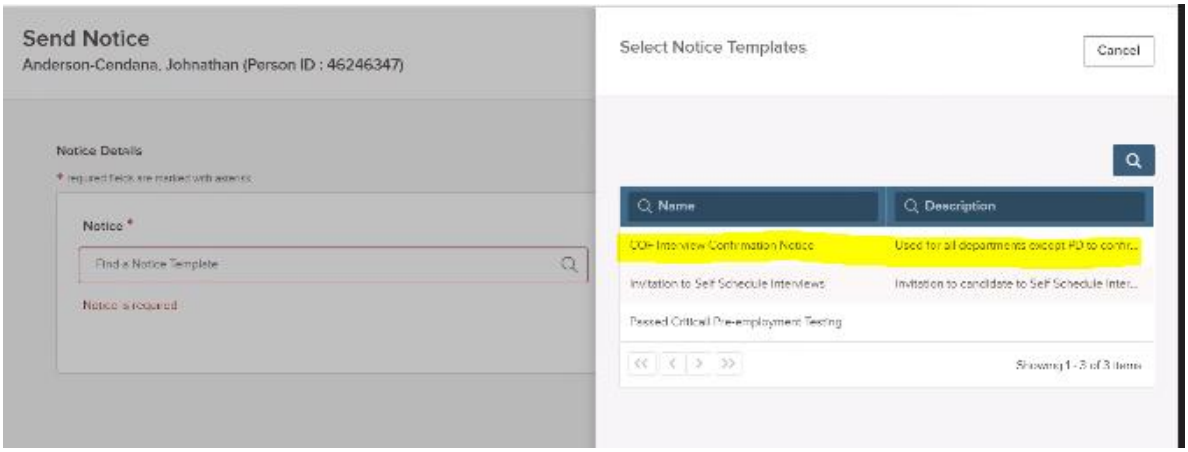
12. Once candidates have scheduled, their selected time and date will appear on the **Requisition Detail** page under **Candidates**.



14. CONFIRM INTERVIEWS/SEND NOTICE (Hiring Manager)

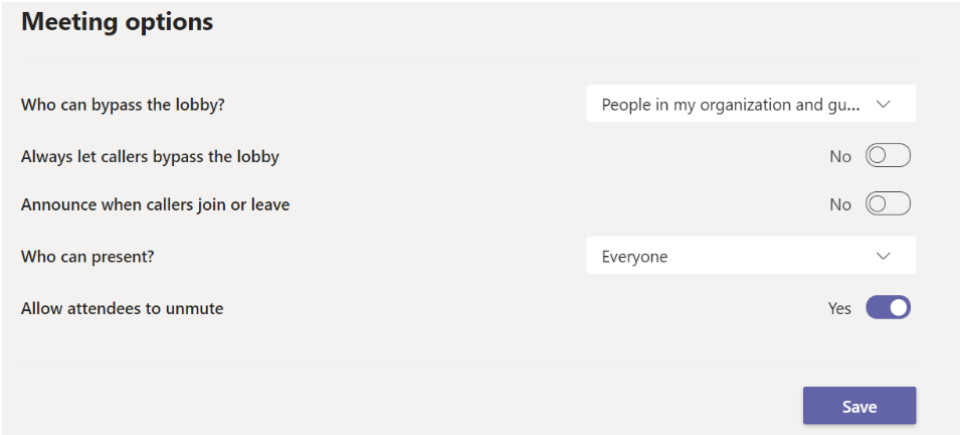
For scheduling in-person interviews:

After scheduling deadline passes, select candidates scheduled to interview, select **Send Notices** from **Actions** dropdown menu. Select **COF Interview Confirmation Notice**. Click **Send**.

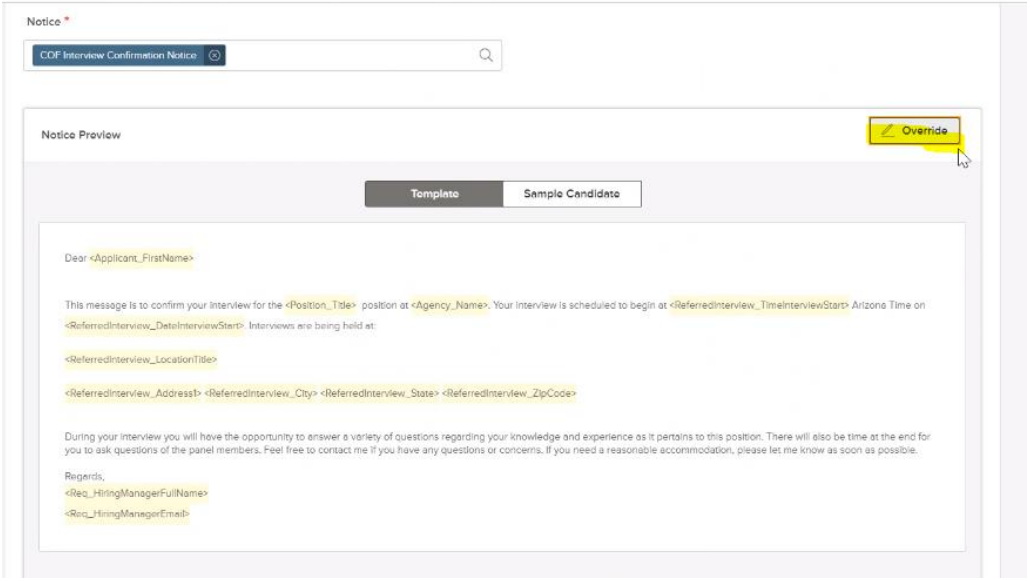


For scheduling through Microsoft Teams:

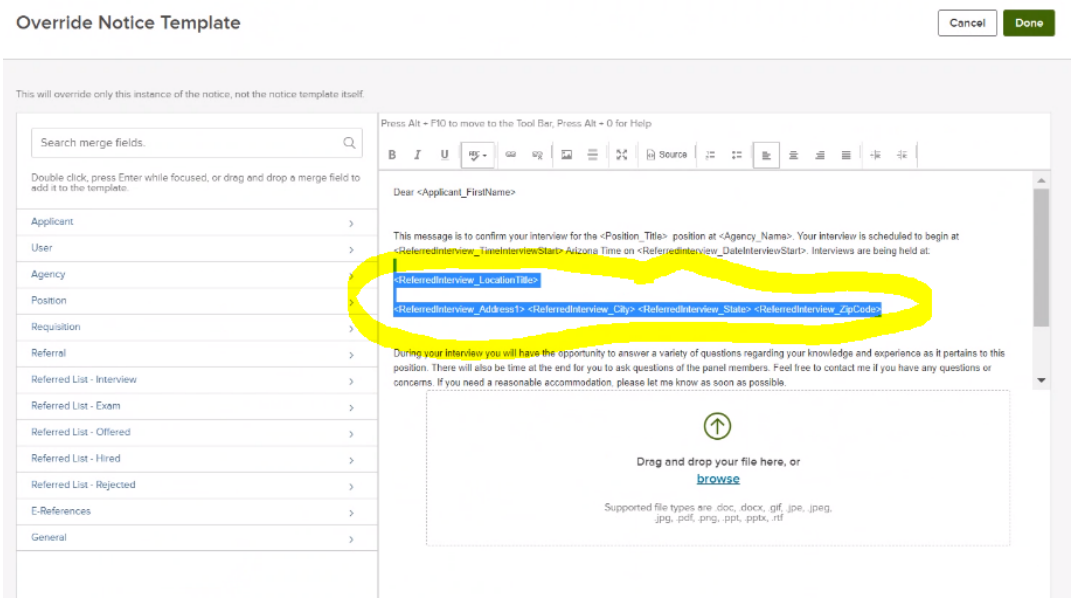
1. Create the Microsoft Teams appointment(s) in Outlook
   a. You may choose to do one Teams appointment for each interview or a single Teams appointment for all interviews (you will have to admit each candidate into the meeting).
   b. Include all panel members in the appointments
   c. To ensure candidates cannot bypass the lobby before entering the meeting, make sure your Microsoft Teams meeting options are set to reflect the following:



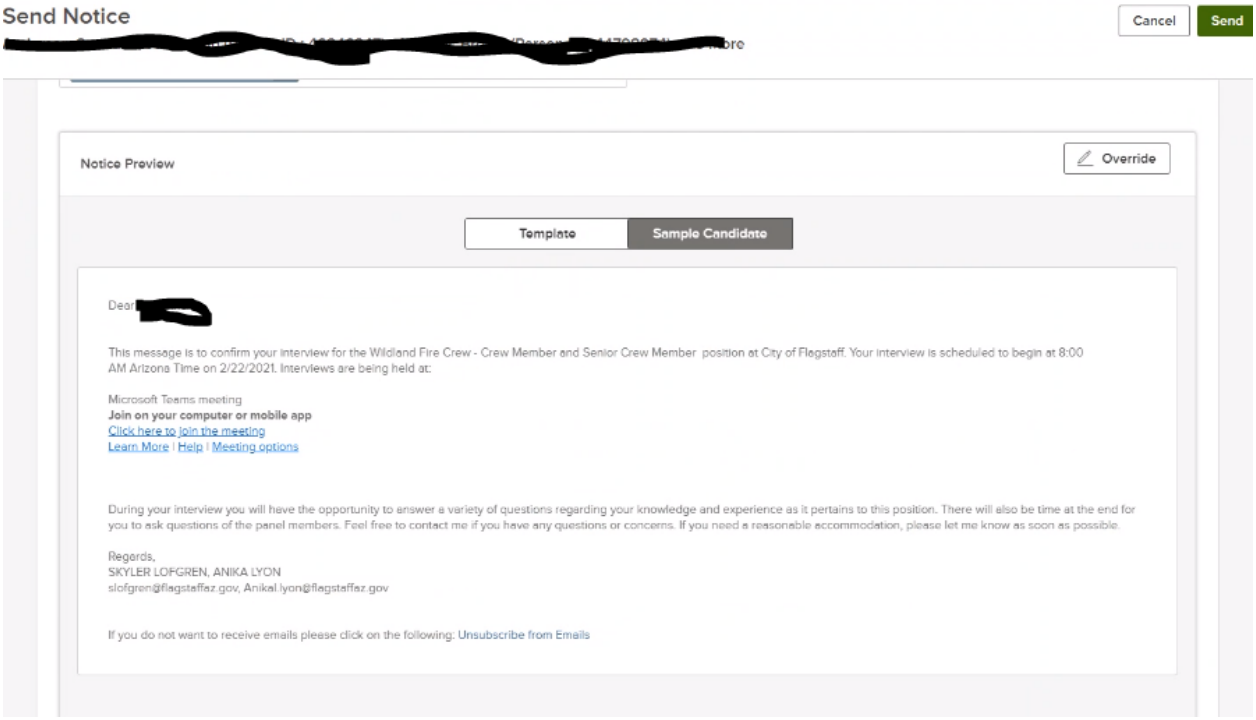
2. Once all candidates have scheduled their interviews, visit the OHC. Go to **My Candidates** and select the job title to see your candidates. Select all candidates then **Send Notices** from Actions dropdown menu. Select **COF Interview Confirmation Notice**.
   a. Click override



   b. Delete the following shown in blue below:



   c. Copy the Teams link from your interview appointment and paste into the message in place of the blue wording shown above
   d. Click **Done**
   e. In the notice preview, you will see the Teams meeting link.
      i. You may click Sample Candidate to preview the message
   f. Click **Send**

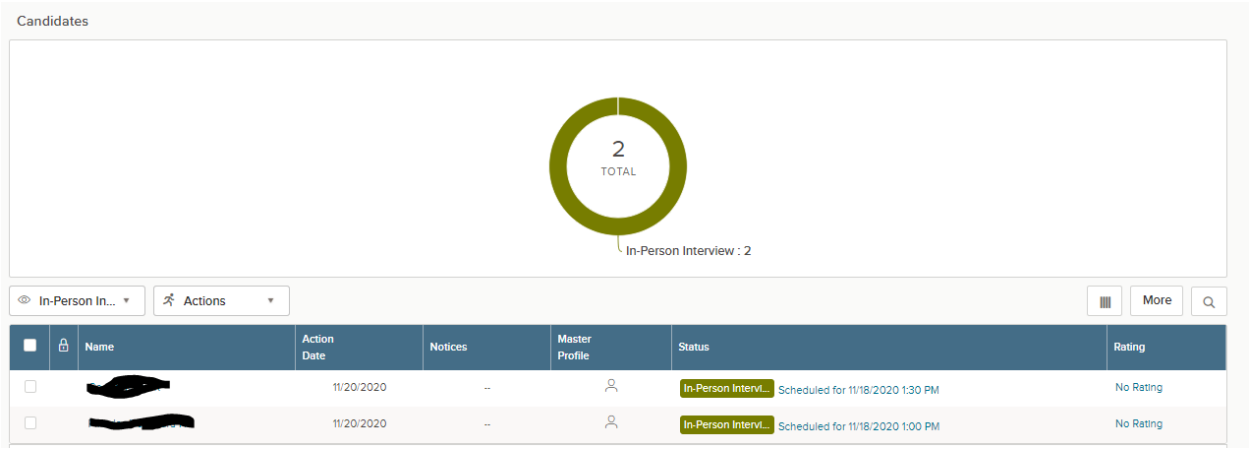


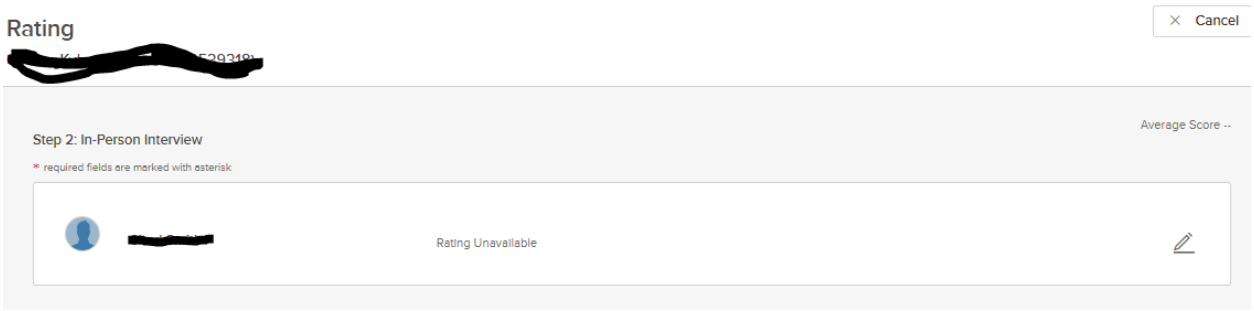
15. PREPARE FOR YOUR INTERVIEWS (Hiring Manager)

To view or download each candidate's application and/or resume, click on the candidate's name and printing to PDF.

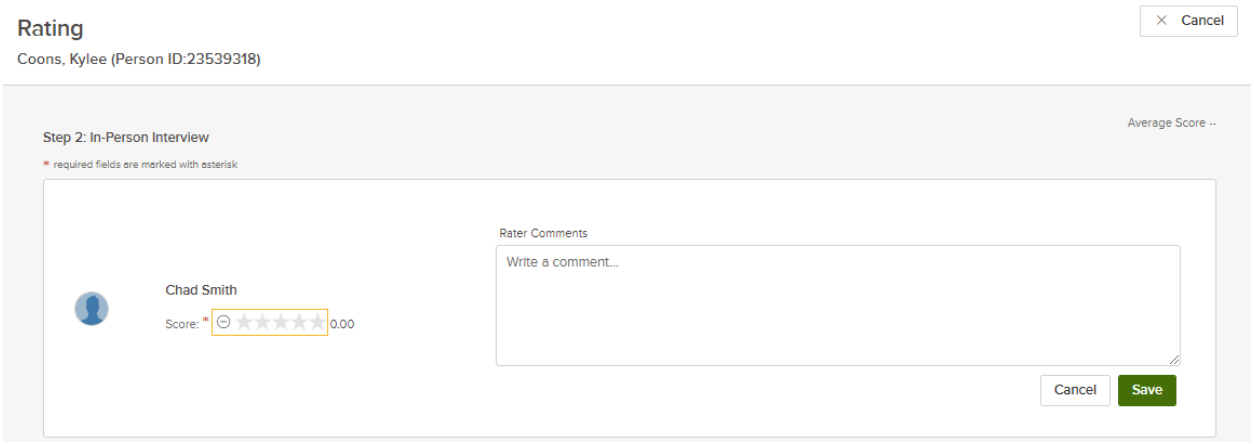
16. RATE YOUR CANDIDATES (Hiring Manager)

1. Once interviews are complete, rate the candidates (this replaces the Hiring Summary)

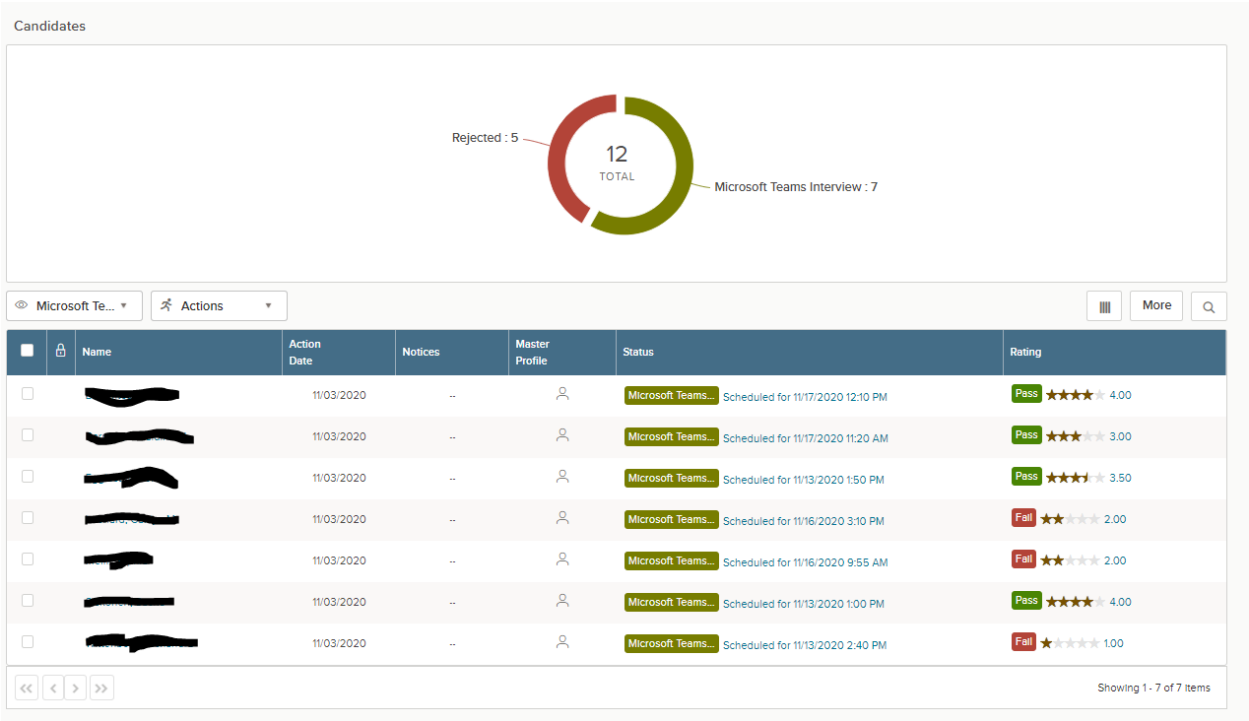




- Under **Candidates** then **Rating**, Click **No Rating** next to the candidate's name
- Click the **pencil**



- Score each candidate out of 5 stars. 3 stars and above defaults to pass the candidate, meaning they are eligible for hire. If you have multiple candidates you are comfortable hiring, indicate the order of your preference in the comments.
- Comments are mandatory (job offers will not be made until this is complete for each candidate.)
- Please clearly indicate why each candidate was or was not selected for the position.
- Please ensure your comments are relevant to the candidate's knowledge, skills, and abilities conveyed in the interview process as these comments are subject to Public Records Requests.



Please email your Recruiter once all ratings are complete. Include electronic interview notes from all panel members to be saved with the recruitment. Once this step is complete, the Recruiter will move forward with the rest of the process.

17 MOVE THE CANDIDATE TO HIRE/SEND NOT SELECTED NOTICE (Recruiter)

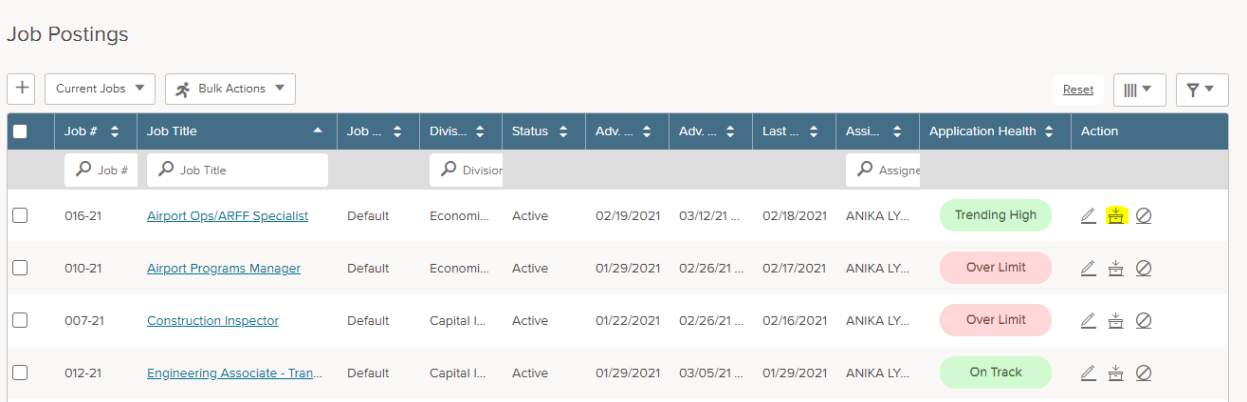
- In the **OHC**, from **Dashboard**, find job title under **My Candidates**, select job, then find the candidate
- Click on box to left of selected candidate name
    - Click **Actions** dropdown and select **Move to Hire**
    - Enter the information
        - **Filled date** = effective date
    - Click **Save** and **Continue to Next Step**
    - No approvals or attachments are needed
    - Vacation tier
        - Enter Regular or Fire and Exempt/Non-Exempt
        - Type out tier level as X to X
- Click on box(es) to left of candidate names not selected for the position
    - Click **Actions** dropdown and select **Send Notices**
    - Under **Template** choose **Not Selected or Position** then **Preview**, then sample candidate to review. Adjust if needed then click send.

18. AUTHORIZE THE HIRE (Recruiter)

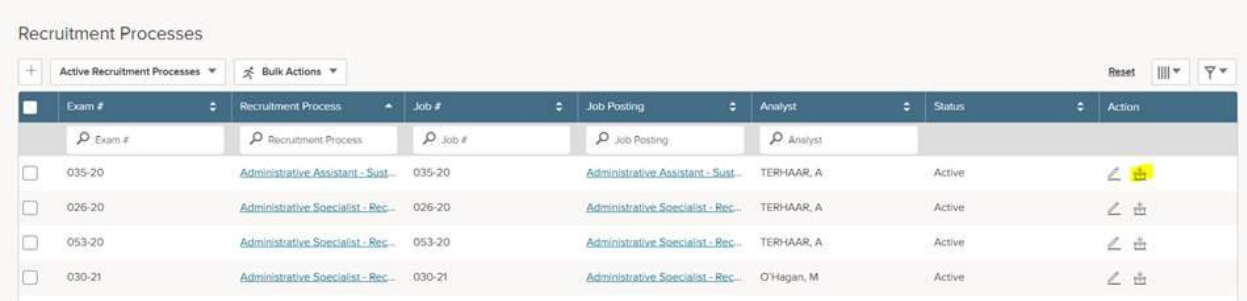
- In **Insight**, from **Dashboard**, select **Hires in Progress** (on top bar), click **Awaiting Authorization**
    - Find your candidate and click stamp (under actions)
    - Review information
    - Can add comments (i.e. Current employee not attending NEO)
    - Click **Save and Authorize**

19 ARCHIVE POSTING AND RECRUITMENT PROCESS (Recruiter)

Go to **Job Posting**, click the **Archive** button under action



Go to **Recruitment Process**, click the **Archive** button under action



From **Insight** dashboard under jobs, select **Requisitions**

Find your **Requisition** and scroll to the right, click the **stamp**
Change **Status** to filled, cancelled, or leave open
Comments = Filled with employee name(s) and effective date(s)
Click **Save**

20. COMPLETE THE HIRING PROCESS (Recruiter and Hiring Manager)

1. **Contingent Offer**
   After the interview ratings are complete and electronic interview materials are received by your Recruiter, a contingent offer will be made.
2. **Pre-Employments**
   The Recruiter will also begin processing any pre-employment requirements. Please be aware, the background process can take up to two weeks depending on how long it takes references to respond.
3. **Salary and Vacation Reviews** (if applicable)
   The candidate's application materials will be sent to the Class and Comp Analyst for salary and vacation reviews (if applicable). The Hiring Manager will need to approve the salary and vacation offer and the Recruiter will be notified of the offer.
4. **Final Offer**
   Once the reviews, background, and pre-employments are complete, the final offer will be made and the start date will be determined. The confirmation letter will be sent to the new employee

and supervisor. The supervisor should reach out to the new employee to discuss their first day, work schedule, etc.